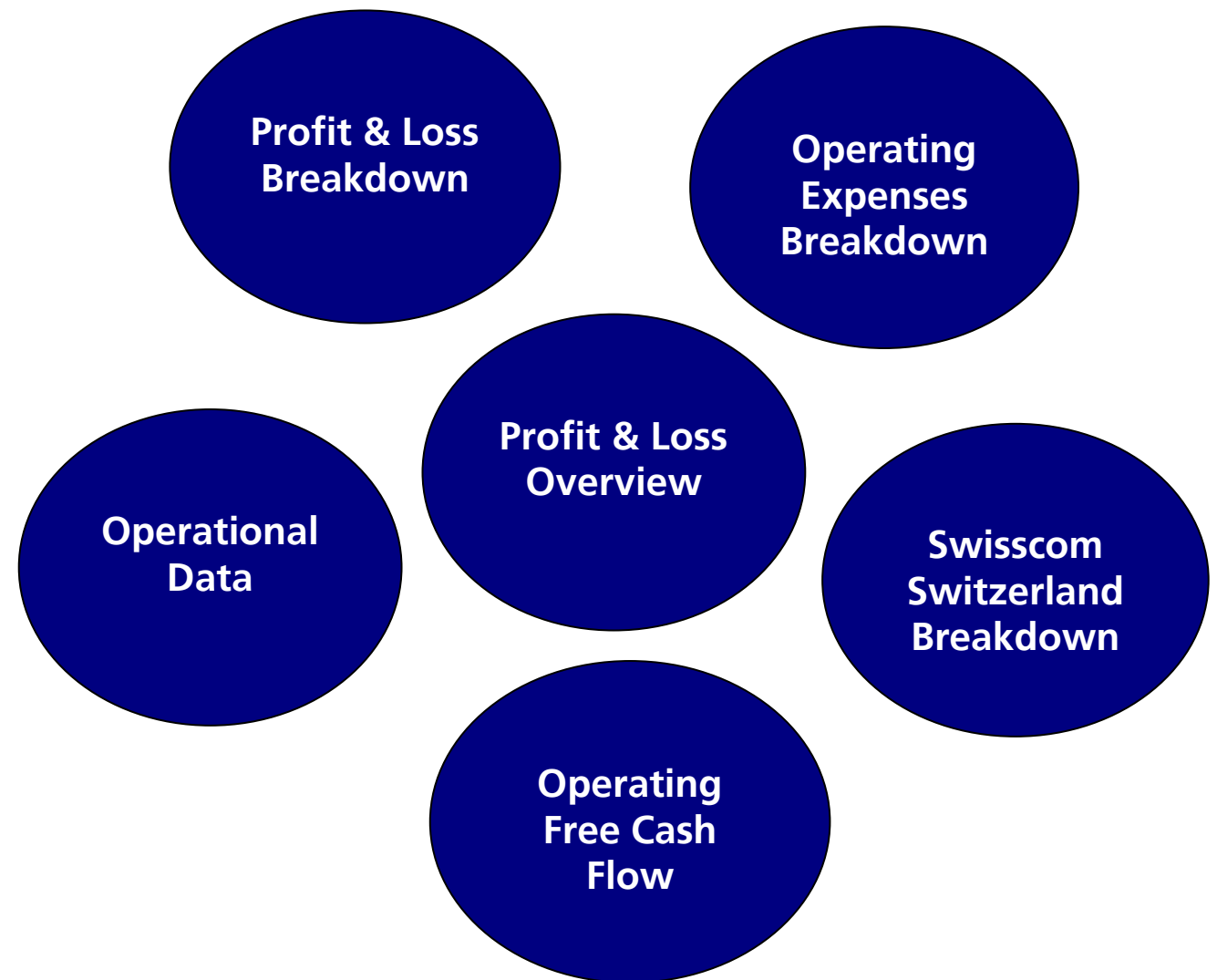


Facts & Figures

as per March 31, 2012



P&L Overview

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Residential Customers	1'201	1'213	2'414	1'232	3'646	1'260	4'906	1'208							0.6%	-4.1%
Small & Medium-Sized Enterprises	276	282	558	287	845	282	1'127	281							1.8%	-0.4%
Corporate Business	427	442	869	431	1'300	454	1'754	423							-0.9%	-6.8%
Wholesale	163	151	314	151	465	144	609	153							-6.1%	6.3%
Networks and Support Functions	0	0	0	0	0	0	0	0							n.m.	n.m.
Swisscom Switzerland	2'067	2'088	4'155	2'101	6'256	2'140	8'396	2'065							-0.1%	-3.5%
Fastweb	559	543	1'102	490	1'592	549	2'141	508							-9.1%	-7.5%
Other operating segments	236	229	465	225	690	239	929	229							-3.0%	-4.2%
Group Headquarters	0	0	0	0	0	1	1	0							n.m.	-100.0%
Net revenue from external customers	2'862	2'860	5'722	2'816	8'538	2'929	11'467	2'802							-2.1%	-4.3%
Goods and services purchased	(599)	(578)	(1'177)	(552)	(1'729)	(673)	(2'402)	(555)							-7.3%	-17.5%
Personnel expenses	(635)	(638)	(1'273)	(588)	(1'861)	(652)	(2'513)	(670)							5.5%	2.8%
Other operating expenses	(577)	(578)	(1'155)	(574)	(1'729)	(659)	(2'388)	(564)							-2.3%	-14.4%
Capitalized costs and other income	75	78	153	148	301	119	420	91							21.3%	-23.5%
Operating income (EBITDA)	1'126	1'144	2'270	1'250	3'520	1'064	4'584	1'104							-2.0%	3.8%
Depreciation, amortization and impairment	(478)	(466)	(944)	(469)	(1'413)	(2'045)	(3'458)	(481)							0.6%	-76.5%
Operating income (EBIT)	648	678	1'326	781	2'107	(981)	1'126	623							-3.9%	n.m.
Financial income and financial expense, net	(42)	(94)	(136)	(79)	(215)	(96)	(311)	(69)							64.3%	-28.1%
Share of profit of investments in associates	4	5	9	9	18	12	30	6							50.0%	-50.0%
Income before income tax expense	610	589	1'199	711	1'910	(1'065)	845	560							-8.2%	n.m.
Income tax expense	(136)	(101)	(237)	(145)	(382)	231	(151)	(104)							-23.5%	n.m.
Income from continuing operations	474	488	962	566	1'528	(834)	694	456							-3.8%	n.m.
Income from discontinued operations	0	0	0	0	0	0	0	0							n.m.	n.m.
Net income	474	488	962	566	1'528	(834)	694	456							-3.8%	n.m.
Net income attributable to equity holders of Swisscom AG	469	485	954	564	1'518	(835)	683	453							-3.4%	n.m.
Net income attributable to minority interests	5	3	8	2	10	1	11	3							-40.0%	200.0%
Average number of shares outstanding (in million)	51.800	51.799	51.800	51.802	51.800	51.802	51.801	51.799							0.0%	0.0%
Earnings per share (EPS) in CHF	9.05	9.36	18.42	10.89	29.30	(16.12)	13.19	8.75							-3.3%	n.m.

Remarks:

Swisscom does not accept any liability for misprints or other errors. All financials are in CHF million, unless specified otherwise, and presented under IFRS. The figures in this table are unaudited.

P&L Breakdown

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Group revenue																
Residential Customers	1'246	1'255	2'501	1'276	3'777	1'305	5'082	1'252						0.5%	-4.1%	
Small & Medium-Sized Enterprises	282	289	571	294	865	289	1'154	288						2.1%	-0.3%	
Corporate Business	450	467	917	454	1'371	478	1'849	448						-0.4%	-6.3%	
Wholesale	259	249	508	254	762	235	997	241						-6.9%	2.6%	
Networks and Support Functions	0	0	0	0	0	0	0	0						n.m.	n.m.	
Intersegment elimination	(156)	(159)	(315)	(164)	(479)	(154)	(633)	(150)						-3.8%	-2.6%	
Swisscom Switzerland	2'081	2'101	4'182	2'114	6'296	2'153	8'449	2'079						-0.1%	-3.4%	
Fastweb	562	546	1'108	492	1'600	551	2'151	510						-9.3%	-7.4%	
Other operating segments	414	423	837	425	1'262	446	1'708	427						3.1%	-4.3%	
Group Headquarters	2	1	3	2	5	2	7	0						n.m.	-100.0%	
Net revenue incl. intersegment revenue	3'059	3'071	6'130	3'033	9'163	3'152	12'315	3'016						-1.4%	-4.3%	
Intersegment elimination	(197)	(211)	(408)	(217)	(625)	(223)	(848)	(214)						8.6%	-4.0%	
Net revenue from external customers	2'862	2'860	5'722	2'816	8'538	2'929	11'467	2'802						-2.1%	-4.3%	
Residential Customers revenue																
2P Bundle	63	66	129	62	191	60	251	61						-3.2%	1.7%	
3P Bundle	88	106	194	117	311	125	436	129						46.6%	3.2%	
4P Bundle	0	0	0	17	17	33	50	43						n.m.	30.3%	
Bundles	151	172	323	196	519	218	737	233						54.3%	6.9%	
Wireless access	196	204	400	207	607	207	814	214						9.2%	3.4%	
Wireless traffic	284	298	582	314	896	273	1'169	241						-15.1%	-11.7%	
Wireless VAS	11	11	22	10	32	10	42	10						-9.1%	0.0%	
Wireless	491	513	1'004	531	1'535	490	2'025	465						-5.3%	-5.1%	
Wireline telephony access	165	160	325	153	478	148	626	143						-13.3%	-3.4%	
Wireline telephony traffic	104	93	197	90	287	90	377	86						-17.3%	-4.4%	
Wireline telephony VAS	4	2	6	3	9	1	10	5						25.0%	400.0%	
Wireline telephony	273	255	528	246	774	239	1'013	234						-14.3%	-2.1%	
Wireline internet	118	114	232	107	339	105	444	102						-13.6%	-2.9%	
Wireline TV	14	15	29	16	45	17	62	18						28.6%	5.9%	
Wireline	405	384	789	369	1'158	361	1'519	354						-12.6%	-1.9%	
1P revenue	896	897	1'793	900	2'693	851	3'544	819						-8.6%	-3.8%	
Customised solutions	0	1	1	0	1	0	1	0						n.m.	n.m.	
Hardware sales own channels	55	51	106	51	157	72	229	62						12.7%	-13.9%	
Other direct sales	48	43	91	35	126	31	157	44						-8.3%	41.9%	
Direct sales external customers	1'150	1'164	2'314	1'182	3'496	1'172	4'668	1'158						0.7%	-1.2%	
3rd party sales external customers	51	49	100	50	150	88	238	50						-2.0%	-43.2%	
Net revenue from external customers	1'201	1'213	2'414	1'232	3'646	1'260	4'906	1'208						0.6%	-4.1%	
thereof service revenue	1'048	1'069	2'117	1'097	3'214	1'068	4'282	1'052						0.4%	-1.5%	
Intersegment revenue	45	42	87	44	131	45	176	44						-2.2%	-2.2%	
Net revenue Residential Customers	1'246	1'255	2'501	1'276	3'777	1'305	5'082	1'252						0.5%	-4.1%	

P&L Breakdown

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Small & Medium-Sized Enterprises revenue																
2P Bundle	9	10	19	11	30	13	43	15							66.7%	15.4%
3P Bundle	2	3	5	3	8	4	12	4							100.0%	0.0%
4P Bundle	0	0	0	0	0	0	0	1							n.m.	n.m.
Bundles	11	13	24	14	38	17	55	20							81.8%	17.6%
Wireless access	36	37	73	38	111	40	151	43							19.4%	7.5%
Wireless traffic	79	85	164	89	253	81	334	75							-5.1%	-7.4%
Wireless VAS	1	1	2	0	2	1	3	1							0.0%	0.0%
Wireless	116	123	239	127	366	122	488	119							2.6%	-2.5%
Wireline telephony access	59	61	120	58	178	59	237	57							-3.4%	-3.4%
Wireline telephony traffic	51	48	99	48	147	46	193	47							-7.8%	2.2%
Wireline telephony VAS	1	0	1	1	2	0	2	1							0.0%	n.m.
Wireline telephony	111	109	220	107	327	105	432	105							-5.4%	0.0%
Wireline internet	28	27	55	28	83	28	111	28							0.0%	0.0%
Wireline TV	0	1	1	1	2	1	3	1							n.m.	0.0%
Wireline business networks	2	1	3	2	5	1	6	2							0.0%	100.0%
Wireline	141	138	279	138	417	135	552	136							-3.5%	0.7%
1P revenue	257	261	518	265	783	257	1'040	255							-0.8%	-0.8%
Customised solutions	4	4	8	5	13	4	17	3							-25.0%	-25.0%
Hardware sales own channels	4	4	8	3	11	4	15	3							-25.0%	-25.0%
Other direct sales	0	0	0	0	0	0	0	0							n.m.	n.m.
Direct sales external customers	276	282	558	287	845	282	1'127	281							1.8%	-0.4%
3rd party sales external customers	0	0	0	0	0	0	0	0							n.m.	n.m.
Net revenue from external customers	276	282	558	287	845	282	1'127	281							1.8%	-0.4%
thereof service revenue	272	279	551	283	834	278	1'112	278							2.2%	0.0%
Intersegment revenue	6	7	13	7	20	7	27	7							16.7%	0.0%
Net revenue Small & Medium-Sized Enterprises	282	289	571	294	865	289	1'154	288							2.1%	-0.3%

P&L Breakdown

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Corporate Business revenue																
Wireless access	18	18	36	17	53	13	66	19						5.6%	46.2%	
Wireless traffic	123	133	256	134	390	129	519	125						1.6%	-3.1%	
Wireless VAS	1	2	3	1	4	1	5	3						200.0%	200.0%	
Wireless	142	153	295	152	447	143	590	147						3.5%	2.8%	
Wireline telephony access	35	34	69	35	104	35	139	35						0.0%	0.0%	
Wireline telephony traffic	36	36	72	33	105	34	139	34						-5.6%	0.0%	
Wireline telephony VAS	2	2	4	2	6	1	7	2						0.0%	100.0%	
Wireline telephony	73	72	145	70	215	70	285	71						-2.7%	1.4%	
Wireline internet	16	16	32	16	48	17	65	16						0.0%	-5.9%	
Wireline business networks	68	68	136	68	204	70	274	66						-2.9%	-5.7%	
Wireline	157	156	313	154	467	157	624	153						-2.5%	-2.5%	
1P revenue	299	309	608	306	914	300	1'214	300						0.3%	0.0%	
Customised solutions	77	87	164	82	246	99	345	81						5.2%	-18.2%	
Hardware sales own channels	26	25	51	21	72	31	103	22						-15.4%	-29.0%	
Other direct sales	6	4	10	4	14	7	21	6						0.0%	-14.3%	
Direct sales external customers	408	425	833	413	1'246	437	1'683	409						0.2%	-6.4%	
3rd party sales external customers	19	17	36	18	54	17	71	14						-26.3%	-17.6%	
Net revenue from external customers	427	442	869	431	1'300	454	1'754	423						-0.9%	-6.8%	
thereof service revenue	395	414	809	405	1'214	416	1'630	396						0.3%	-4.8%	
Intersegment revenue	23	25	48	23	71	24	95	25						8.7%	4.2%	
Net revenue Corporate Business	450	467	917	454	1'371	478	1'849	448						-0.4%	-6.3%	
Wholesale revenue																
Direct sales external customers	2	2	4	1	5	3	8	1						-50.0%	-66.7%	
Termination wholesale	51	51	102	49	151	51	202	51						0.0%	0.0%	
Wholesale voice	27	28	55	31	86	26	112	29						7.4%	11.5%	
Wholesale data	21	19	40	18	58	18	76	18						-14.3%	0.0%	
Wholesale broadband	21	19	40	18	58	18	76	17						-19.0%	-5.6%	
Inbound roaming	41	32	73	34	107	27	134	36						-12.2%	33.3%	
Other wholesale services	110	98	208	101	309	89	398	100						-9.1%	12.4%	
Other 3rd party sales	0	0	0	0	0	1	1	1						n.m.	0.0%	
3rd party sales external customers	161	149	310	150	460	141	601	152						-5.6%	7.8%	
Net revenue from external customers	163	151	314	151	465	144	609	153						-6.1%	6.3%	
thereof service revenue	162	149	311	150	461	141	602	150						-7.4%	6.4%	
Intersegment revenue	96	98	194	103	297	91	388	88						-8.3%	-3.3%	
Net revenue Wholesale	259	249	508	254	762	235	997	241						-6.9%	2.6%	

P&L Breakdown

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Swisscom Switzerland revenue																
2P Bundle	72	76	148	74	222	72	294	77						6.9%	6.9%	
3P Bundle	90	109	199	120	319	129	448	133						47.8%	3.1%	
4P Bundle	0	0	0	17	17	33	50	44						n.m.	33.3%	
Bundles	162	185	347	211	558	234	792	254						56.8%	8.5%	
Wireless access	250	259	509	262	771	261	1'032	276						10.4%	5.7%	
Wireless traffic	486	517	1'003	536	1'539	482	2'021	443						-8.8%	-8.1%	
Wireless VAS	13	13	26	12	38	13	51	13						0.0%	0.0%	
Wireless	749	789	1'538	810	2'348	756	3'104	732						-2.3%	-3.2%	
Wireline telephony access	261	253	514	248	762	240	1'002	234						-10.3%	-2.5%	
Wireline telephony traffic	191	177	368	171	539	170	709	168						-12.0%	-1.2%	
Wireline telephony VAS	6	5	11	5	16	4	20	8						33.3%	100.0%	
Wireline telephony	458	435	893	424	1'317	414	1'731	410						-10.5%	-1.0%	
Wireline internet	160	158	318	153	471	148	619	144						-10.0%	-2.7%	
Wireline TV	15	16	31	15	46	19	65	19						26.7%	0.0%	
Wireline business networks	70	70	140	69	209	71	280	68						-2.9%	-4.2%	
Wireline	703	679	1'382	661	2'043	652	2'695	641						-8.8%	-1.7%	
1P revenue	1'452	1'468	2'920	1'471	4'391	1'408	5'799	1'373						-5.4%	-2.5%	
Customised solutions	82	91	173	87	260	103	363	85						3.7%	-17.5%	
Hardware sales own channels	85	79	164	76	240	107	347	87						2.4%	-18.7%	
Other direct sales	55	50	105	39	144	41	185	50						-9.1%	22.0%	
Direct sales external customers	1'836	1'873	3'709	1'884	5'593	1'893	7'486	1'849						0.7%	-2.3%	
Termination wholesale	51	51	102	49	151	51	202	51						0.0%	0.0%	
Wholesale voice	30	31	61	32	93	29	122	30						0.0%	3.4%	
Wholesale data	21	19	40	18	58	18	76	18						-14.3%	0.0%	
Wholesale broadband	21	19	40	18	58	18	76	17						-19.0%	-5.6%	
Inbound roaming	41	32	73	34	107	27	134	36						-12.2%	33.3%	
Other wholesale services	113	101	214	102	316	92	408	101						-10.6%	9.8%	
Hardware sales 3rd party channels	49	47	96	49	145	87	232	50						2.0%	-42.5%	
Other 3rd party sales	18	16	34	17	51	17	68	14						-22.2%	-17.6%	
3rd party sales external customers	231	215	446	217	663	247	910	216						-6.5%	-12.6%	
Net revenue from external customers	2'067	2'088	4'155	2'101	6'256	2'140	8'396	2'065						-0.1%	-3.5%	
thereof service revenue	1'876	1'912	3'788	1'934	5'722	1'904	7'626	1'877						0.1%	-1.4%	
Intersegment revenue	14	13	27	13	40	13	53	14						0.0%	7.7%	
Net revenue Swisscom Switzerland	2'081	2'101	4'182	2'114	6'296	2'153	8'449	2'079						-0.1%	-3.4%	

P&L Breakdown

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Fastweb revenue																
Consumer	247	240	487	219	706	228	934	219						-11.3%	-3.9%	
Enterprise	237	230	467	214	681	255	936	221						-6.8%	-13.3%	
Wholesale	75	73	148	57	205	66	271	68						(0)	3.0%	
thereof hubbing	51	47	98	36	134	40	174	33						(0)	-17.5%	
Other revenue	0	0	0	0	0	0	0	0						n.m.	n.m.	
Net revenue from external customers	559	543	1'102	490	1'592	549	2'141	508						-9.1%	-7.5%	
Intersegment revenue	3	3	6	2	8	2	10	2						-33.3%	0.0%	
Net revenue Fastweb	562	546	1'108	492	1'600	551	2'151	510						-9.3%	-7.4%	
thereof net revenue excluding hubbing	511	499	1'010	456	1'466	511	1'977	477						-6.7%	-6.7%	
Other operating segments revenue																
Swisscom IT Services	140	134	274	126	400	131	531	138						-1.4%	5.3%	
Swisscom Participations	78	78	156	81	237	86	323	76						-2.6%	-11.6%	
Hospitality Services	18	17	35	18	53	22	75	15						-16.7%	-31.8%	
Other	0	0	0	0	0	0	0	0						n.m.	n.m.	
Net revenue from external customers	236	229	465	225	690	239	929	229						-3.0%	-4.2%	
Intersegment revenue	178	194	372	200	572	207	779	198						11.2%	-4.3%	
Net revenue other operating segments	414	423	837	425	1'262	446	1'708	427						3.1%	-4.3%	
Group Headquarters revenue																
Group Headquarters revenue	0	0	0	0	0	1	1	0						n.m.	-100.0%	
Intersegment revenue	2	1	3	2	5	1	6	0						n.m.	-100.0%	
Net revenue Group Headquarters	2	1	3	2	5	2	7	0						n.m.	-100.0%	
Group OPEX																
Residential Customers	(509)	(525)	(1'034)	(532)	(1'566)	(625)	(2'191)	(507)						-0.4%	-18.9%	
Small & Medium-Sized Enterprises	(67)	(67)	(134)	(69)	(203)	(71)	(274)	(69)						3.0%	-2.8%	
Corporate Business	(221)	(221)	(442)	(204)	(646)	(232)	(878)	(217)						-1.8%	-6.5%	
Wholesale	(153)	(156)	(309)	(154)	(463)	(143)	(606)	(146)						-4.6%	2.1%	
Networks and Support Functions	(339)	(344)	(683)	(332)	(1'015)	(340)	(1'355)	(349)						2.9%	2.6%	
Intersegment elimination	156	160	316	163	479	154	633	149						-4.5%	-3.2%	
Swisscom Switzerland	(1'133)	(1'153)	(2'286)	(1'128)	(3'414)	(1'257)	(4'671)	(1'139)						0.5%	-9.4%	
Fastweb	(423)	(394)	(817)	(280)	(1'097)	(431)	(1'528)	(379)						-10.4%	-12.1%	
Other operating segments	(345)	(345)	(690)	(337)	(1'027)	(347)	(1'374)	(356)						3.2%	2.6%	
Group Headquarters	(27)	(31)	(58)	(32)	(90)	(46)	(136)	(33)						22.2%	-28.3%	
Intersegment elimination	192	207	399	211	610	216	826	209						8.9%	-3.2%	
Group OPEX	(1'736)	(1'716)	(3'452)	(1'566)	(5'018)	(1'865)	(6'883)	(1'698)						-2.2%	-9.0%	

P&L Breakdown

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
EBITDA																
Residential Customers (Contribution margin 2)	737	730	1'467	744	2'211	680	2'891	745							1.1%	9.6%
Small & Medium-Sized Enterprises (Contribution margin 2)	215	222	437	225	662	218	880	219							1.9%	0.5%
Corporate Business (Contribution margin 2)	229	246	475	250	725	246	971	231							0.9%	-6.1%
Wholesale (Contribution margin 2)	106	93	199	100	299	92	391	95							-10.4%	3.3%
Networks and Support Functions (Contribution margin 2)	(339)	(344)	(683)	(332)	(1'015)	(340)	(1'355)	(349)							2.9%	2.6%
Intersegment elimination	0	1	1	(1)	0	0	0	(1)							n.m.	n.m.
Swisscom Switzerland (EBITDA)	948	948	1'896	986	2'882	896	3'778	940							-0.8%	4.9%
Fastweb	139	152	291	212	503	120	623	131							-5.8%	9.2%
Other operating segments	69	78	147	88	235	99	334	71							2.9%	-28.3%
Group Headquarters	(25)	(30)	(55)	(30)	(85)	(44)	(129)	(33)							32.0%	-25.0%
Intersegment elimination	(5)	(4)	(9)	(6)	(15)	(7)	(22)	(5)							0.0%	-28.6%
Group EBITDA	1'126	1'144	2'270	1'250	3'520	1'064	4'584	1'104							-2.0%	3.8%
EBITDA/Contribution margin 2 in % of net revenue																
Residential Customers	59.1%	58.2%	58.7%	58.3%	58.5%	52.1%	56.9%	59.5%								
Small & Medium-Sized Enterprises	76.2%	76.8%	76.5%	76.5%	76.5%	75.4%	76.3%	76.0%								
Corporate Business	50.9%	52.7%	51.8%	55.1%	52.9%	51.5%	52.5%	51.6%								
Wholesale	40.9%	37.3%	39.2%	39.4%	39.2%	39.1%	39.2%	39.4%								
Networks and Support Functions	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Swisscom Switzerland	45.6%	45.1%	45.3%	46.6%	45.8%	41.6%	44.7%	45.2%								
Fastweb	24.7%	27.8%	26.3%	43.1%	31.4%	21.8%	29.0%	25.7%								
Other operating segments	16.7%	18.4%	17.6%	20.7%	18.6%	22.2%	19.6%	16.6%								
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Group EBITDA in % of net revenue	39.3%	40.0%	39.7%	44.4%	41.2%	36.3%	40.0%	39.4%								
Depreciation, amortization and impairment																
Residential Customers	(24)	(23)	(47)	(24)	(71)	(24)	(95)	(24)							0.0%	0.0%
Small & Medium-Sized Enterprises	(1)	(2)	(3)	(1)	(4)	(1)	(5)	(1)							0.0%	0.0%
Corporate Business	(14)	(14)	(28)	(14)	(42)	(15)	(57)	(16)							14.3%	6.7%
Wholesale	0	0	0	0	0	0	0	0							n.m.	n.m.
Networks and Support Functions	(214)	(208)	(422)	(205)	(627)	(205)	(832)	(217)							1.4%	5.9%
Intersegment elimination	0	0	0	1	1	0	1	1							n.m.	n.m.
Swisscom Switzerland	(253)	(247)	(500)	(243)	(743)	(245)	(988)	(257)							1.6%	4.9%
Fastweb	(183)	(174)	(357)	(178)	(535)	(1'748)	(2'283)	(178)							-2.7%	-89.8%
Other operating segments	(42)	(41)	(83)	(44)	(127)	(50)	(177)	(43)							2.4%	-14.0%
Group Headquarters	(3)	(3)	(6)	(5)	(11)	(5)	(16)	(4)							33.3%	-20.0%
Intersegment elimination	3	(1)	2	1	3	3	6	1							-66.7%	-66.7%
Depreciation, amortization and impairment	(478)	(466)	(944)	(469)	(1'413)	(2'045)	(3'458)	(481)							0.6%	-76.5%

P&L Breakdown

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Operating income (EBIT)																
Residential Customers (segment result)	713	707	1'420	720	2'140	656	2'796	721						1.1%	9.9%	
Small & Medium-Sized Enterprises (segment result)	214	220	434	224	658	217	875	218						1.9%	0.5%	
Corporate Business (segment result)	215	232	447	236	683	231	914	215						0.0%	-6.9%	
Wholesale (segment result)	106	93	199	100	299	92	391	95						-10.4%	3.3%	
Networks and Support Functions (segment result)	(553)	(552)	(1'105)	(537)	(1'642)	(545)	(2'187)	(566)						2.4%	3.9%	
Intersegment elimination	0	1	1	0	1	0	1	0						n.m.	n.m.	
Swisscom Switzerland (EBIT)	695	701	1'396	743	2'139	651	2'790	683						-1.7%	4.9%	
Fastweb	(44)	(22)	(66)	34	(32)	(1'628)	(1'660)	(47)						6.8%	-97.1%	
Other operating segments	27	37	64	44	108	49	157	28						3.7%	-42.9%	
Group Headquarters	(28)	(33)	(61)	(35)	(96)	(49)	(145)	(37)						32.1%	-24.5%	
Intersegment elimination	(2)	(5)	(7)	(5)	(12)	(4)	(16)	(4)						100.0%	0.0%	
Group EBIT	648	678	1'326	781	2'107	(981)	1'126	623						-3.9%	n.m.	
EBIT/Segment result in % of net revenue																
Residential Customers	57.2%	56.3%	56.8%	56.4%	56.7%	50.3%	55.0%	57.6%								
Small & Medium-Sized Enterprises	75.9%	76.1%	76.0%	76.2%	76.1%	75.1%	75.8%	75.7%								
Corporate Business	47.8%	49.7%	48.7%	52.0%	49.8%	48.3%	49.4%	48.0%								
Wholesale	40.9%	37.3%	39.2%	39.4%	39.2%	39.1%	39.2%	39.4%								
Networks and Support Functions	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Swisscom Switzerland	33.4%	33.4%	33.4%	35.1%	34.0%	30.2%	33.0%	32.9%								
Fastweb	-7.8%	-4.0%	-6.0%	6.9%	-2.0%	-295.5%	-77.2%	-9.2%								
Other operating segments	6.5%	8.7%	7.6%	10.4%	8.6%	11.0%	9.2%	6.6%								
Group Headquarters	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.								
Group EBIT in % of net revenue	22.6%	23.7%	23.2%	27.7%	24.7%	-33.5%	9.8%	22.2%								
CAPEX																
Residential Customers	26	32	58	34	92	54	146	30						15.4%	-44.4%	
Small & Medium-Sized Enterprises	3	2	5	4	9	6	15	3						0.0%	-50.0%	
Corporate Business	23	29	52	36	88	40	128	19						-17.4%	-52.5%	
Wholesale	0	0	0	0	0	0	0	0						n.m.	n.m.	
Networks and Support Functions	219	269	488	304	792	319	1'111	285						30.1%	-10.7%	
Intersegment elimination	(1)	1	0	0	0	0	0	0						n.m.	n.m.	
Swisscom Switzerland	270	333	603	378	981	419	1'400	337						24.8%	-19.6%	
Fastweb	126	123	249	141	390	162	552	135						7.1%	-16.7%	
Other operating segments	32	36	68	45	113	56	169	36						12.5%	-35.7%	
Group Headquarters	0	0	0	0	0	1	1	0						n.m.	-100.0%	
Intersegment elimination	(6)	(5)	(11)	(8)	(19)	(8)	(27)	(6)						0.0%	-25.0%	
Group CAPEX	422	487	909	556	1'465	630	2'095	502						19.0%	-20.3%	

P&L Breakdown

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Number of employees (End of period)																
Residential Customers	4'670		4'734		4'739		4'683	4'582							-1.9%	-2.2%
Small & Medium-Sized Enterprises	738		767		812		824	825							11.8%	0.1%
Corporate Business	2'322		2'351		2'395		2'404	2'406							3.6%	0.1%
Wholesale	100		103		108		110	109							9.0%	-0.9%
Networks and Support Functions	3'984		3'987		4'077		4'075	4'044							1.5%	-0.8%
Swisscom Switzerland	11'814		11'942		12'131		12'096	11'966							1.3%	-1.1%
Fastweb	3'103		3'101		3'106		3'081	3'064							-1.3%	-0.6%
Other operating segments	4'394		4'431		4'428		4'515	4'537							3.3%	0.5%
Group Headquarters	353		355		367		369	347							-1.7%	-6.0%
Group Number of employees (End of period)	19'664		19'829		20'032		20'061	19'914							1.3%	-0.7%

Remarks:

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OPEX Breakdown

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
OPEX Swisscom Switzerland																
Goods and services purchased	(354)	(346)	(700)	(357)	(1'057)	(432)	(1'489)	(339)							-4.2%	-21.5%
Personnel expenses	(392)	(398)	(790)	(370)	(1'160)	(388)	(1'548)	(418)							6.6%	7.7%
Other operating expenses	(266)	(282)	(548)	(281)	(829)	(311)	(1'140)	(258)							-3.0%	-17.0%
Intersegment expenses	(157)	(162)	(319)	(166)	(485)	(167)	(652)	(167)							6.4%	0.0%
./. Capitalized costs and other income	36	35	71	46	117	41	158	43							19.4%	4.9%
Total OPEX Swisscom Switzerland	(1'133)	(1'153)	(2'286)	(1'128)	(3'414)	(1'257)	(4'671)	(1'139)							0.5%	-9.4%
OPEX Fastweb																
Goods and services purchased	(212)	(197)	(409)	(159)	(568)	(196)	(764)	(176)							-17.0%	-10.2%
Personnel expenses	(64)	(63)	(127)	(55)	(182)	(80)	(262)	(62)							-3.1%	-22.5%
Other operating expenses	(162)	(155)	(317)	(144)	(461)	(186)	(647)	(163)							0.6%	-12.4%
Intersegment expenses	0	(1)	(1)	0	(1)	0	(1)	0							n.m.	n.m.
./. Capitalized costs and other income	15	22	37	78	115	31	146	22							46.7%	-29.0%
Total OPEX Fastweb	(423)	(394)	(817)	(280)	(1'097)	(431)	(1'528)	(379)							-10.4%	-12.1%
OPEX Other operating segments																
Goods and services purchased	(33)	(35)	(68)	(36)	(104)	(44)	(148)	(40)							21.2%	-9.1%
Personnel expenses	(161)	(155)	(316)	(145)	(461)	(159)	(620)	(169)							5.0%	6.3%
Other operating expenses	(148)	(149)	(297)	(155)	(452)	(159)	(611)	(151)							2.0%	-5.0%
Intersegment expenses	(14)	(14)	(28)	(13)	(41)	(13)	(54)	(11)							-21.4%	-15.4%
./. Capitalized costs and other income	11	8	19	12	31	28	59	15							36.4%	-46.4%
Total OPEX Other operating segments	(345)	(345)	(690)	(337)	(1'027)	(347)	(1'374)	(356)							3.2%	2.6%
OPEX Group Headquarters																
Goods and services purchased	0	0	0	0	0	0	0	0							n.m.	n.m.
Personnel expenses	(22)	(22)	(44)	(22)	(66)	(27)	(93)	(23)							4.5%	-14.8%
Other operating expenses	(16)	(19)	(35)	(17)	(52)	(33)	(85)	(16)							0.0%	-51.5%
Intersegment expenses	(9)	(10)	(19)	(10)	(29)	(9)	(38)	(11)							22.2%	22.2%
./. Capitalized costs and other income	20	20	40	17	57	23	80	17							-15.0%	-26.1%
Total OPEX Group Headquarters	(27)	(31)	(58)	(32)	(90)	(46)	(136)	(33)							22.2%	-28.3%

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SCS Breakdown

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Residential Customers																
Net revenue (incl. intersegment revenue)	1'246	1'255	2'501	1'276	3'777	1'305	5'082	1'252							0.5%	-4.1%
Outpayments	(47)	(51)	(98)	(56)	(154)	(47)	(201)	(44)							-6.4%	-6.4%
Subscriber acquisition and retention costs (1)	(94)	(94)	(188)	(98)	(286)	(127)	(413)	(85)							-9.6%	-33.1%
Other costs of goods and services purchased	(146)	(141)	(287)	(151)	(438)	(211)	(649)	(154)							5.5%	-27.0%
Direct costs (incl. intersegment direct costs)	(287)	(286)	(573)	(305)	(878)	(385)	(1'263)	(283)							-1.4%	-26.5%
Contribution margin 1	959	969	1'928	971	2'899	920	3'819	969							1.0%	5.3%
Contribution margin 1 in % of net revenue	77.0%	77.2%	77.1%	76.1%	76.8%	70.5%	75.1%	77.4%								
Personnel expenses	(122)	(126)	(248)	(121)	(369)	(123)	(492)	(127)							4.1%	3.3%
Other operating expenses (2)	(106)	(119)	(225)	(113)	(338)	(124)	(462)	(105)							-0.9%	-15.3%
Indirect costs (incl. intersegment indirect costs)	(228)	(245)	(473)	(234)	(707)	(247)	(954)	(232)							1.8%	-6.1%
./. Capitalized costs and other income	6	6	12	7	19	7	26	8							33.3%	14.3%
Contribution margin 2	737	730	1'467	744	2'211	680	2'891	745							1.1%	9.6%
Contribution margin 2 in % of net revenue	59.1%	58.2%	58.7%	58.3%	58.5%	52.1%	56.9%	59.5%								
CAPEX	26	32	58	34	92	54	146	30							15.4%	-44.4%
Number of employees (FTE)	4'670		4'734		4'739		4'683	4'582							-1.9%	-2.2%
Small & Medium-Sized Enterprises																
Net revenue (incl. intersegment revenue)	282	289	571	294	865	289	1'154	288							2.1%	-0.3%
Outpayments	(17)	(16)	(33)	(18)	(51)	(15)	(66)	(15)							-11.8%	0.0%
Subscriber acquisition and retention costs (1)	(14)	(14)	(28)	(14)	(42)	(16)	(58)	(13)							-7.1%	-18.8%
Other costs of goods and services purchased	(5)	(6)	(11)	(5)	(16)	(7)	(23)	(6)							20.0%	-14.3%
Direct costs (incl. intersegment direct costs)	(36)	(36)	(72)	(37)	(109)	(38)	(147)	(34)							-5.6%	-10.5%
Contribution margin 1	246	253	499	257	756	251	1'007	254							3.3%	1.2%
Contribution margin 1 in % of net revenue	87.2%	87.5%	87.4%	87.4%	87.4%	86.9%	87.3%	88.2%								
Personnel expenses	(21)	(22)	(43)	(22)	(65)	(22)	(87)	(25)							19.0%	13.6%
Other operating expenses (2)	(16)	(14)	(30)	(16)	(46)	(19)	(65)	(15)							-6.3%	-21.1%
Indirect costs (incl. intersegment indirect costs)	(37)	(36)	(73)	(38)	(111)	(41)	(152)	(40)							8.1%	-2.4%
./. Capitalized costs and other income	6	5	11	6	17	8	25	5							-16.7%	-37.5%
Contribution margin 2	215	222	437	225	662	218	880	219							1.9%	0.5%
Contribution margin 2 in % of net revenue	76.2%	76.8%	76.5%	76.5%	76.5%	75.4%	76.3%	76.0%								
CAPEX	3	2	5	4	9	6	15	3							0.0%	-50.0%
Number of employees (FTE)	738		767		812		824	825							11.8%	0.1%

SCS Breakdown

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Corporate Business																
Net revenue (incl. intersegment revenue)	450	467	917	454	1'371	478	1'849	448							-0.4%	-6.3%
Outpayments	(45)	(43)	(88)	(42)	(130)	(41)	(171)	(40)							-11.1%	-2.4%
Subscriber acquisition and retention costs (1)	(14)	(12)	(26)	(12)	(38)	(14)	(52)	(12)							-14.3%	-14.3%
Other costs of goods and services purchased	(49)	(48)	(97)	(46)	(143)	(56)	(199)	(45)							-8.2%	-19.6%
Direct costs (incl. intersegment direct costs)	(108)	(103)	(211)	(100)	(311)	(111)	(422)	(97)							-10.2%	-12.6%
Contribution margin 1	342	364	706	354	1'060	367	1'427	351							2.6%	-4.4%
Contribution margin 1 in % of net revenue	76.0%	77.9%	77.0%	78.0%	77.3%	76.8%	77.2%	78.3%								
Personnel expenses	(89)	(90)	(179)	(83)	(262)	(88)	(350)	(95)							6.7%	8.0%
Other operating expenses (2)	(29)	(32)	(61)	(30)	(91)	(37)	(128)	(30)							3.4%	-18.9%
Indirect costs (incl. intersegment indirect costs)	(118)	(122)	(240)	(113)	(353)	(125)	(478)	(125)							5.9%	0.0%
./. Capitalized costs and other income	5	4	9	9	18	4	22	5							0.0%	25.0%
Contribution margin 2	229	246	475	250	725	246	971	231							0.9%	-6.1%
Contribution margin 2 in % of net revenue	50.9%	52.7%	51.8%	55.1%	52.9%	51.5%	52.5%	51.6%								
CAPEX	23	29	52	36	88	40	128	19							-17.4%	-52.5%
Number of employees (FTE)	2'322		2'351		2'395		2'404	2'406							3.6%	0.1%
Wholesale																
Net revenue (incl. intersegment revenue)	259	249	508	254	762	235	997	241							-6.9%	2.6%
Outpayments	(148)	(151)	(299)	(152)	(451)	(136)	(587)	(140)							-5.4%	2.9%
Subscriber acquisition and retention costs (1)	0	0	0	0	0	0	0	0							n.m.	n.m.
Other costs of goods and services purchased	(1)	1	0	(1)	(1)	(1)	(2)	(1)							0.0%	0.0%
Direct costs (incl. intersegment direct costs)	(149)	(150)	(299)	(153)	(452)	(137)	(589)	(141)							-5.4%	2.9%
Contribution margin 1	110	99	209	101	310	98	408	100							-9.1%	2.0%
Contribution margin 1 in % of net revenue	42.5%	39.8%	41.1%	39.8%	40.7%	41.7%	40.9%	41.5%								
Personnel expenses	(4)	(4)	(8)	(4)	(12)	(4)	(16)	(4)							0.0%	0.0%
Other operating expenses (2)	0	(2)	(2)	2	0	(2)	(2)	(1)							n.m.	-50.0%
Indirect costs (incl. intersegment indirect costs)	(4)	(6)	(10)	(2)	(12)	(6)	(18)	(5)							25.0%	-16.7%
./. Capitalized costs and other income	0	0	0	1	1	0	1	0							n.m.	n.m.
Contribution margin 2	106	93	199	100	299	92	391	95							-10.4%	3.3%
Contribution margin 2 in % of net revenue	40.9%	37.3%	39.2%	39.4%	39.2%	39.1%	39.2%	39.4%								
CAPEX	0	0	0	0	0	0	0	0							n.m.	n.m.
Number of employees (FTE)	100		103		108		110	109							9.0%	-0.9%

SCS Breakdown

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Networks and Support Functions																
Net revenue (incl. intersegment revenue)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.
Direct costs (incl. intersegment direct costs)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.
Contribution margin 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	n.m.	n.m.
Contribution margin 1 in % of net revenue	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.		
Personnel expenses	(162)	(161)	(323)	(148)	(471)	(156)	(627)	(174)	(174)	(174)	(174)	(174)	(174)	(174)	7.4%	11.5%
Rent	(44)	(44)	(88)	(44)	(132)	(45)	(177)	(47)	(47)	(47)	(47)	(47)	(47)	(47)	6.8%	4.4%
Maintenance	(36)	(41)	(77)	(45)	(122)	(48)	(170)	(40)	(40)	(40)	(40)	(40)	(40)	(40)	11.1%	-16.7%
IT expenses	(67)	(68)	(135)	(69)	(204)	(71)	(275)	(70)	(70)	(70)	(70)	(70)	(70)	(70)	4.5%	-1.4%
Other expenses	(67)	(66)	(133)	(67)	(200)	(62)	(262)	(60)	(60)	(60)	(60)	(60)	(60)	(60)	-10.4%	-3.2%
Other operating expenses	(214)	(219)	(433)	(225)	(658)	(226)	(884)	(217)	(217)	(217)	(217)	(217)	(217)	(217)	1.4%	-4.0%
Indirect costs (incl. intersegment indirect costs)	(376)	(380)	(756)	(373)	(1'129)	(382)	(1'511)	(391)	(391)	(391)	(391)	(391)	(391)	(391)	4.0%	2.4%
./. Capitalized costs and other income	37	36	73	41	114	42	156	42	42	42	42	42	42	42	13.5%	0.0%
Contribution margin 2	(339)	(344)	(683)	(332)	(1'015)	(340)	(1'355)	(349)	(349)	(349)	(349)	(349)	(349)	(349)	2.9%	2.6%
Contribution margin 2 in % of net revenue	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.	n.m.		
CAPEX	219	269	488	304	792	319	1'111	285	285	285	285	285	285	285	30.1%	-10.7%
Number of employees (FTE)	3'984	3'984	3'987	3'984	4'077	3'984	4'075	4'044	4'044	4'044	4'044	4'044	4'044	4'044	1.5%	-0.8%
Swisscom Switzerland																
Net revenue (incl. intersegment revenue)	2'081	2'101	4'182	2'114	6'296	2'153	8'449	2'079	2'079	2'079	2'079	2'079	2'079	2'079	-0.1%	-3.4%
Outpayments	(119)	(117)	(236)	(120)	(356)	(103)	(459)	(108)	(108)	(108)	(108)	(108)	(108)	(108)	-9.2%	4.9%
Subscriber acquisition and retention costs (1)	(113)	(111)	(224)	(117)	(341)	(147)	(488)	(102)	(102)	(102)	(102)	(102)	(102)	(102)	-9.7%	-30.6%
Other costs of goods and services purchased	(188)	(185)	(373)	(189)	(562)	(263)	(825)	(192)	(192)	(192)	(192)	(192)	(192)	(192)	2.1%	-27.0%
Direct costs (incl. intercompany direct costs)	(420)	(413)	(833)	(426)	(1'259)	(513)	(1'772)	(402)	(402)	(402)	(402)	(402)	(402)	(402)	-4.3%	-21.6%
Contribution margin 1	1'661	1'688	3'349	1'688	5'037	1'640	6'677	1'677	1'677	1'677	1'677	1'677	1'677	1'677	1.0%	2.3%
Contribution margin 1 in % of net revenue	79.8%	80.3%	80.1%	79.8%	80.0%	76.2%	79.0%	80.7%	80.7%	80.7%	80.7%	80.7%	80.7%	80.7%		
Personnel expenses	(398)	(404)	(802)	(376)	(1'178)	(394)	(1'572)	(425)	(425)	(425)	(425)	(425)	(425)	(425)	6.8%	7.9%
Other operating expenses (2)	(351)	(371)	(722)	(372)	(1'094)	(391)	(1'485)	(355)	(355)	(355)	(355)	(355)	(355)	(355)	1.1%	-9.2%
Indirect costs (incl. intersegment indirect costs)	(749)	(775)	(1'524)	(748)	(2'272)	(785)	(3'057)	(780)	(780)	(780)	(780)	(780)	(780)	(780)	4.1%	-0.6%
./. Capitalized costs and other income	36	35	71	46	117	41	158	43	43	43	43	43	43	43	19.4%	4.9%
Contribution margin 2	948	948	1'896	986	2'882	896	3'778	940	940	940	940	940	940	940	-0.8%	4.9%
Contribution margin 2 in % of net revenue	45.6%	45.1%	45.3%	46.6%	45.8%	41.6%	44.7%	45.2%	45.2%	45.2%	45.2%	45.2%	45.2%	45.2%		
CAPEX	270	333	603	378	981	419	1'400	337	337	337	337	337	337	337	24.8%	-19.6%
Number of employees (FTE)	11'814	11'814	11'942	11'814	12'131	11'814	12'096	11'966	11'966	11'966	11'966	11'966	11'966	11'966	1.3%	-1.1%

(1) Subscriber acquisition and retention costs include subsidies and dealer commissions

(2) Other operating expenses excluding dealer commissions

Remarks:

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Operating Free Cash Flow

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Operating income (EBITDA)	1'126	1'144	2'270	1'250	3'520	1'064	4'584	1'104							-2.0%	3.8%
Changes in operating assets and liabilities and other payments or receipts from operating activities	(248)	(104)	(352)	(175)	(527)	76	(451)	(124)							-50.0%	n.m.
Capital expenditure	(422)	(487)	(909)	(556)	(1'465)	(630)	(2'095)	(502)							19.0%	-20.3%
Proceeds from sale of assets	7	2	9	3	12	25	37	5							-28.6%	-80.0%
Operating free cash flow before minority interests	463	555	1'018	522	1'540	535	2'075	483							4.3%	-9.7%
Dividends paid to minority interests	0	(7)	(7)	0	(7)	0	(7)	0							n.m.	n.m.
Operating free cash flow	463	548	1'011	522	1'533	535	2'068	483							4.3%	-9.7%

Remarks:

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Operational Data

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Operational data Swisscom Switzerland																
Product view (in thousands)																
Wireless customers in single products	5'777		5'826		5'856		5'895	5'900							2.1%	0.1%
Wireless customers in bundles	84		87		124		154	182							116.7%	18.2%
Wireless customers	5'861		5'913		5'980		6'049	6'082							3.8%	0.5%
Wireline voice access lines in single products	2'822		2'744		2'672		2'604	2'536							-10.1%	-2.6%
Wireline voice access lines in bundles	380		425		471		516	557							46.6%	7.9%
Wireline voice access lines	3'202		3'169		3'143		3'120	3'093							-3.4%	-0.9%
Broadband lines in single products	1'141		1'106		1'072		1'047	1'023							-10.3%	-2.3%
Broadband lines in bundles	464		512		563		614	659							42.0%	7.3%
Broadband lines	1'605		1'618		1'635		1'661	1'682							4.8%	1.3%
TV customers in single products	214		216		214		225	236							10.3%	4.9%
TV customers in bundles	255		296		342		383	419							64.3%	9.4%
TV customers	469		512		556		608	655							39.7%	7.7%
Total number of underlying products	11'137		11'212		11'314		11'438	11'512							3.4%	0.6%
Bundle products																
Bundle subscription (in thousands)																
2Play bundle subscription	209		216		221		231	240							14.8%	3.9%
3Play bundle subscription	255		296		309		330	347							36.1%	5.2%
4Play bundle subscription	0		0		33		53	72							n.m.	35.8%
Total bundle subscriptions	464		512		563		614	659							42.0%	7.3%
Bundle ARPU (in CHF)																
Blended ARPU 2Play bundle	117	119	118	112	116	106	113	107							-8.5%	0.9%
Blended ARPU 3Play bundle	131	131	131	133	132	135	133	131							0.0%	-3.0%
Blended ARPU 4Play bundle	0	0	0	268	268	261	263	235							n.m.	-10.0%
Wireless Retail																
Wireless customers (in thousands)																
Wireless customers prepaid	2'222		2'230		2'244		2'249	2'243							0.9%	-0.3%
Wireless customers postpaid	3'555		3'596		3'612		3'646	3'657							2.9%	0.3%
Wireless customers in single products	5'777		5'826		5'856		5'895	5'900							2.1%	0.1%
Wireless customers in bundles	84		87		124		154	182							116.7%	18.2%
Wireless customers	5'861		5'913		5'980		6'049	6'082							3.8%	0.5%

Operational Data

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Wireless ARPU (in CHF)																
ARPU MO Postpaid	65	68	67	70	68	65	67	62						-4.6%	-4.6%	
ARPU MO Prepaid	10	11	10	11	11	10	10	10						0.0%	0.0%	
Blended wireless ARPU MO single subscriptions	44	46	45	47	46	44	45	42						-4.5%	-4.5%	
thereof ARPU Base Fee	15	15	15	15	15	15	15	16						6.7%	6.7%	
thereof ARPU Voice	19	20	19	20	20	18	19	16						-15.8%	-11.1%	
thereof ARPU Non-Voice	10	11	11	12	11	11	11	10						0.0%	-9.1%	
Blended wireless ARPU single subscriptions	46	48	47	49	48	46	47	44						-4.3%	-4.3%	
thereof ARPU MT	2	2	2	2	2	2	2	2						0.0%	0.0%	
Wireless cancellation rate (annualised, in %)																
Average quarterly wireless cancellation rate		11.1%		12.4%		12.9%										
Wireless cancellation rate cumulated	12.7%		11.9%		12.1%		12.3%	11.9%								
Wireless traffic minutes (in million)																
Voice domestic	1'616	1'609	3'225	1'565	4'790	1'617	6'407	1'601						-0.9%	-1.0%	
Outbound roaming	53	66	119	77	196	60	256	53						0.0%	-11.7%	
Connectivity voice domestic & outbound (1)	1'669	1'675	3'344	1'642	4'986	1'677	6'663	1'654						-0.9%	-1.4%	
Wireless SMS (in million)																
Data SMS	724	730	1'454	747	2'201	739	2'940	691						-4.6%	-6.5%	
Wireline Retail																
Voice access lines (in thousands)																
Wireline Voice access lines in single products	2'822		2'744		2'672		2'604	2'536						-10.1%	-2.6%	
Wireline Voice access lines in bundle products	380		425		471		516	557						46.6%	7.9%	
Voice access lines	3'202		3'169		3'143		3'120	3'093						-3.4%	-0.9%	
ARPL Voice (in CHF)																
ARPL wireline voice (single subscription)	53	52	53	52	52	52	52	53						0.0%	1.9%	
Broadband lines (in thousands)																
Broadband lines in single products	1'141		1'106		1'072		1'047	1'023						-10.3%	-2.3%	
Broadband lines in bundle products	464		512		563		614	659						42.0%	7.3%	
Broadband lines	1'605		1'618		1'635		1'661	1'682						4.8%	1.3%	
ARPL Broadband (in CHF)																
ARPL broadband (single subscription)	39	38	39	38	38	38	38	38						-2.6%	0.0%	
TV customers (in thousands)																
TV customers in single products	214		216		214		225	236						10.3%	4.9%	
TV customers in bundle products	255		296		342		383	419						64.3%	9.4%	
TV customers	469		512		556		608	655						39.7%	7.7%	

Operational Data

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
ARPU TV (in CHF)																
ARPU TV access fee (single subscription)	17	20	18	19	19	20	19	21							23.5%	5.0%
Wireline retail traffic minutes (in million)																
Traffic national	1'955	1'789	3'744	1'738	5'482	1'851	7'333	1'888							-3.4%	2.0%
Traffic international	288	272	560	265	825	267	1'092	270							-6.3%	1.1%
Total wireline retail traffic	2'243	2'061	4'304	2'003	6'307	2'118	8'425	2'158							-3.8%	1.9%
Wholesale																
Wireless wholesale traffic minutes (in million)																
Inbound roaming wireless traffic	53	46	99	48	147	44	191	52							-1.9%	18.2%
Wholesale lines (in thousands)																
Full access lines	270		285		297		306	312							15.6%	2.0%
Wholesale broadband lines	214		202		192		181	179							-16.4%	-1.1%
Operational data Residential Customers																
Product view (in thousands)																
Wireless customers in single products	4'439		4'450		4'442		4'440	4'412							-0.6%	-0.6%
Wireless customers in bundles	81		84		121		150	178							119.8%	18.7%
Wireless customers	4'520		4'534		4'563		4'590	4'590							1.5%	0.0%
Wireline voice access lines in single products	2'086		2'014		1'943		1'883	1'819							-12.8%	-3.4%
Wireline voice access lines in bundles	358		398		440		478	513							43.3%	7.3%
Wireline voice access lines	2'444		2'412		2'383		2'361	2'332							-4.6%	-1.2%
Broadband lines in single products	974		939		903		879	855							-12.2%	-2.7%
Broadband lines in bundles	439		482		529		573	612							39.4%	6.8%
Broadband lines	1'413		1'421		1'432		1'452	1'467							3.8%	1.0%
TV customers in single products	205		208		205		215	226							10.2%	5.1%
TV customers in bundles	250		289		334		374	409							63.6%	9.4%
TV customers	455		497		539		589	635							39.6%	7.8%
Total number of underlying products	8'832		8'864		8'917		8'992	9'024							2.2%	0.4%
Bundle products																
Bundle subscription (in thousands)																
2Play bundle subscription	189		193		195		199	203							7.4%	2.0%
3Play bundle subscription	250		289		301		322	338							35.2%	5.0%
4Play bundle subscription	0		0		33		52	71							n.m.	36.5%
Total bundle subscriptions	439		482		529		573	612							39.4%	6.8%

Operational Data

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Bundle ARPU (in CHF)																
Blended ARPU 2Play bundle	113	115	114	106	111	101	109	102							-9.7%	1.0%
Blended ARPU 3Play bundle	130	131	131	132	131	135	132	130							0.0%	-3.7%
Blended ARPU 4Play bundle	0	0	0	268	268	261	263	233							n.m.	-10.7%
Wireless Retail																
Wireless customers (in thousands)																
Wireless customers prepaid	2'222		2'230		2'244		2'249	2'243							0.9%	-0.3%
Wireless customers postpaid	2'217		2'220		2'198		2'191	2'169							-2.2%	-1.0%
Wireless customers in single products	4'439		4'450		4'442		4'440	4'412							-0.6%	-0.6%
Wireless customers in bundles	81		84		121		150	178							119.8%	18.7%
Wireless customers	4'520		4'534		4'563		4'590	4'590							1.5%	0.0%
Wireless ARPU (in CHF)																
ARPU MO Postpaid	64	67	66	70	67	65	67	63							-1.6%	-3.1%
ARPU MO Prepaid	10	11	10	11	11	10	10	9							-10.0%	-10.0%
Blended wireless ARPU MO single subscriptions	37	39	38	40	39	37	38	36							-2.7%	-2.7%
Wireless traffic minutes (in million)																
Voice domestic	1'093	1'078	2'171	1'036	3'207	1'070	4'277	1'045							-4.4%	-2.3%
Outbound roaming	16	22	38	30	68	19	87	15							-6.3%	-21.1%
Connectivity voice domestic & outgoing (1)	1'109	1'100	2'209	1'066	3'275	1'089	4'364	1'060							-4.4%	-2.7%
Wireless SMS (in million)																
Data SMS	625	627	1'252	639	1'891	632	2'523	589							-5.8%	-6.8%
Wireline Retail																
Voice access lines (in thousands)																
Wireline Voice access lines in single products	2'086		2'014		1'943		1'883	1'819							-12.8%	-3.4%
Wireline Voice access lines in bundle products	358		398		440		478	513							43.3%	7.3%
Voice access lines	2'444		2'412		2'383		2'361	2'332							-4.6%	-1.2%
ARPL Voice (in CHF)																
ARPL wireline voice (single subscription)	42	42	42	41	42	42	42	42							0.0%	0.0%
Broadband lines (in thousands)																
Broadband lines in single products	974		939		903		879	855							-12.2%	-2.7%
Broadbandlines in bundle products	439		482		529		573	612							39.4%	6.8%
Broadband lines	1'413		1'421		1'432		1'452	1'467							3.8%	1.0%
ARPL Broadband (in CHF)																
ARPL broadband (single subscription)	37	37	37	37	37	37	37	37							0.0%	0.0%

Operational Data

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
TV customers (in thousands)																
TV customers in single products	205		208		205		215	226						10.2%	5.1%	
TV customers in bundle products	250		289		334		374	409						63.6%	9.4%	
TV customers	455		497		539		589	635						39.6%	7.8%	
ARPU TV (in CHF)																
ARPU TV access fee (single subscription)	17	19	18	19	18	20	19	21						23.5%	5.0%	
Wireline retail traffic minutes (in million)																
Traffic national	1'202	1'079	2'281	1'044	3'325	1'136	4'461	1'148						-4.5%	1.1%	
Traffic international	151	145	296	137	433	144	577	141						-6.6%	-2.1%	
Total wireline retail traffic	1'353	1'224	2'577	1'181	3'758	1'280	5'038	1'289						-4.7%	0.7%	
Operational data Small & Medium-Sized Enterprises																
Product view (in thousands)																
Wireless customers in single products	494		500		506		512	521						5.5%	1.8%	
Wireless customers in bundles	3		3		3		4	4						33.3%	0.0%	
Wireless customers	497		503		509		516	525						5.6%	1.7%	
Wireline voice access lines in single products	491		486		485		479	474						-3.5%	-1.0%	
Wireline voice access lines in bundles	22		27		31		38	44						100.0%	15.8%	
Wireline voice access lines	513		513		516		517	518						1.0%	0.2%	
Broadband lines in single products	137		136		137		136	135						-1.5%	-0.7%	
Broadband lines in bundles	25		30		34		41	47						88.0%	14.6%	
Broadband lines	162		166		171		177	182						12.3%	2.8%	
TV customers in single products	9		8		9		10	10						11.1%	0.0%	
TV customers in bundles	5		7		8		9	10						100.0%	11.1%	
TV customers	14		15		17		19	20						42.9%	5.3%	
Total number of underlying products	1'186		1'197		1'213		1'229	1'245						5.0%	1.3%	
Bundle products																
Bundle subscription (in thousands)																
2Play bundle subscription	20		23		26		32	37						85.0%	15.6%	
3Play bundle subscription	5		7		8		8	9						80.0%	12.5%	
4Play bundle subscription	0		0		0		1	1						n.m.	0.0%	
Total bundle subscriptions	25		30		34		41	47						88.0%	14.6%	
Bundle ARPU (in CHF)																
Blended ARPU 2Play bundle	153	155	154	154	154	138	149	141						-7.8%	2.2%	
Blended ARPU 3Play bundle	146	145	145	151	148	167	154	160						9.6%	-4.2%	
Blended ARPU 4Play bundle	0	0	0	0	0	0	0	302						n.m.	n.m.	

Operational Data

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Wireless Retail																
Wireless customers (in thousands)																
Wireless customers in single products	494		500		506		512	521							5.5%	1.8%
Wireless customers in bundles	3		3		3		4	4							33.3%	0.0%
Wireless customers	497		503		509		516	525							5.6%	1.7%
Wireless ARPU (in CHF)																
ARPU MO Postpaid	82	86	84	88	85	84	85	80							-2.4%	-4.8%
Blended wireless ARPU MO single subscriptions	82	86	84	88	85	84	85	80							-2.4%	-4.8%
Wireless traffic minutes (in million)																
Voice domestic	225	231	456	230	686	238	924	240							6.7%	0.8%
Outbound roaming	12	14	26	17	43	13	56	12							0.0%	-7.7%
Connectivity voice domestic & outgoing (1)	237	245	482	247	729	251	980	252							6.3%	0.4%
Wireless SMS (in million)																
Data SMS	47	48	95	51	146	50	196	48							2.1%	-4.0%
Wireline Retail																
Voice access lines (in thousands)																
Wireline Voice access lines in single products	491		486		485		479	474							-3.5%	-1.0%
Wireline Voice access lines in bundle products	22		27		31		38	44							100.0%	15.8%
Voice access lines	513		513		516		517	518							1.0%	0.2%
ARPL Voice (in CHF)																
ARPL wireline voice (single subscription)	75	75	75	74	75	73	74	74							-1.3%	1.4%
Broadband lines (in thousands)																
Broadband lines in single products	137		136		137		136	135							-1.5%	-0.7%
Broadband lines in bundle products	25		30		34		41	47							88.0%	14.6%
Broadband lines	162		166		171		177	182							12.3%	2.8%
ARPL Broadband (in CHF)																
ARPL broadband (single subscription)	50	50	50	48	50	49	49	49							-2.0%	0.0%
TV customers (in thousands)																
TV customers in single products	9		8		9		10	10							11.1%	0.0%
TV customers in bundle products	5		7		8		9	10							100.0%	11.1%
TV customers	14		15		17		19	20							42.9%	5.3%
ARPU TV (in CHF)																
ARPU TV access fee (single subscription)	21	27	24	28	25	26	25	26							23.8%	0.0%

Operational Data

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Wireline retail traffic minutes (in million)																
Traffic national	354	333	687	328	1'015	343	1'358	357							0.8%	4.1%
Traffic international	44	40	84	41	125	40	165	42							-4.5%	5.0%
Total wireline retail traffic	398	373	771	369	1'140	383	1'523	399							0.3%	4.2%
Operational data Corporate Business																
Product view (in thousands)																
Wireless customers	844		876		908		943	967							14.6%	2.5%
Wireline voice access lines	245		244		244		242	243							-0.8%	0.4%
Broadband lines	30		31		32		32	33							10.0%	3.1%
Total number of underlying products	1'119		1'151		1'184		1'217	1'243							11.1%	2.1%
Wireless Retail																
Wireless customers (in thousands)																
Wireless customers	844		876		908		943	967							14.6%	2.5%
Wireless ARPU (in CHF)																
ARPU MO Postpaid	59	61	60	58	59	53	58	51							-13.6%	-3.8%
Blended wireless ARPU MO single subscriptions	59	61	60	58	59	53	58	53							-10.2%	0.0%
Wireless traffic minutes (in million)																
Voice domestic	298	300	598	299	897	309	1'206	316							6.0%	2.3%
Outbound roaming	25	30	55	30	85	28	113	26							4.0%	-7.1%
Connectivity voice domestic & outgoing (1)	323	330	653	329	982	337	1'319	342							5.9%	1.5%
Wireless SMS (in million)																
Data SMS	52	55	107	57	164	57	221	54							3.8%	-5.3%
Wireline Retail																
Voice access lines (in thousands)																
Voice access lines	245		244		244		242	243							-0.8%	0.4%
ARPL Voice (in CHF)																
ARPL wireline voice (single subscription)	100	98	99	96	98	96	97	100							0.0%	4.2%
Broadband lines (in thousands)																
Broadband lines	30		31		32		32	33							10.0%	3.1%
ARPL Broadband (in CHF)																
ARPL broadband (single subscription)	59	58	59	58	58	56	58	53							-10.2%	-5.4%

Operational Data

	2011							2012							Change	
	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	Q1	Q2	30.06.	Q3	30.09.	Q4	31.12.	YoY Q1	QoQ Q1/Q4
Wireline retail traffic minutes (in million)																
Traffic national	399	377	776	366	1'142	372	1'514	383							-4.0%	3.0%
Traffic international	93	87	180	87	267	83	350	87							-6.5%	4.8%
Total wireline retail traffic	492	464	956	453	1'409	455	1'864	470							-4.5%	3.3%
Operational data Wholesale																
Wireless																
Wireless traffic minutes (in million)																
Connectivity voice (inbound roaming) (2)	53	46	99	48	147	44	191	52							-1.9%	18.2%
Wireline																
Full access lines (in thousands)																
Full access lines	270		285		297		306	312							15.6%	2.0%
Broadband lines (in thousands)																
Wholesale broadband lines	214		202		192		181	179							-16.4%	-1.1%
Operational data Fastweb																
Broadband customers (in thousands)	1'733		1'741		1'560		1'595	1'654							-4.6%	3.7%

(1) includes minutes from outgoing calls made by Swisscom customers

(2) includes minutes from outgoing calls made by inbound roamers (foreign visitors) using Swisscom's mobile network

Remarks:

Swisscom does not accept any liability for misprints or other errors. All financials are in CHF million, unless specified otherwise, and presented under IFRS. The figures in this table are unaudited.